



Data Protection and Privacy Notice

Last updated 06/05/2023

Introduction

We take data protection incredibly seriously, we are GDPR registered, hold data and emails only on encrypted servers and have introduced other measures to keep your data safe.

This privacy policy notice is served by the **PACT Dogs Ltd**. The purpose of this policy is to explain to you how we control, process, handle and protect your personal information through the business and while you browse or use this website. If you do not agree to the following policy you may wish to cease viewing/using our website, and or refrain from submitting your personal data to us.

Policy key definitions:

- “I”, “our”, “us”, or “we” refer to the business, Professional Association of Canine Trainers (PACT).
- “you”, “the user” refer to the person(s) using this website.
- GDPR means General Data Protection Act.
- PECR means Privacy & Electronic Communications Regulation.
- ICO means Information Commissioner’s Office.
- Cookies mean small files stored on a user’s computer or device.

Key principles of GDPR:

Our privacy policy embodies the following key principles; (a) Lawfulness, fairness and transparency, (b) Purpose limitation, (c) Data minimisation, (d) Accuracy, (e) Storage limitation, (f) Integrity and confidence, (g) Accountability.

Processing of your personal data

Under the GDPR (General Data Protection Regulation) we control and/or process any personal information about you electronically using the following lawful bases.

PACT Dogs Ltd are registered with the ICO under the Data Protection Register, our registration number is: **ZB542323**.

What information do we collect, store and process?

Courses (New Member Form)

- Name
- Address
- Postcode
- Email address
- Contact number
- Allergies/dietary information
- Next of kin contact details
- Ethnic Group
- Gender
- Sexual orientation
- Other protected characteristics
- Professional Experience and Qualifications (If Options 2-4)

Membership and Registers (PACT and ABTC)

- Preferred pronoun
- Name
- Location for public map (Postcode)
- Email address
- Contact number
- Website address
- Area covered

Events

- Name
- Address
- Postcode
- Email address
- Contact number
- Allergies/Dietary information

Scholarship Application

- Preferred pronoun
- Full name
- Email address
- Phone number
- Why should PACT give you a scholarship
- Ethnic Group
- Other characteristics
- Conflicts of interest

Mailing List

- Name
- Email address
- Areas of interest

Lawful basis: Consent

Where our purpose for processing is as follows:

Courses

- Contact you and communicate with you once enrolled on a course and for the duration of the course.
- To send you your course and assessment certificates at the end of the course.

- To safeguard against potential dietary allergens.
- To supply appropriate/preferred food choices.
- To be able to contact your next of kin if an emergency were to arise at any point during the course.
- External Auditing (With ABTC)

Membership and Registers

- Contact and communicate with you while your membership is active.
- Display your accreditation and list your services in the PACT Trainers Directory on this website.
- Pass on your professional contact information to the ABTC (Animal Behaviour and Training Council) to be displayed in their online register.
- External Auditing

Events

- Contact you and communicate with you prior to an event.
- To send you your attendance certificate after an event.
- To safeguard against potential dietary allergens.
- To supply appropriate/preferred food choices.

Mailing List

- Notify you of news, future courses and events.

These are necessary for:

- Communicating effectively with you.
- Contacting the relevant person in an emergency.
- Health and safety.
- Provide you with a tailored and optimised experience.
- Understanding and improving Diversity in the sector
- Auditing

Data security and protection:

We ensure the security of any personal information we hold by using secure data storage technologies and precise procedures in how we store, access and manage that information. Our methods meet the GDPR compliance requirement.

Our data is stored on secure Google Drive encrypted servers which comply with EU GDPR, data and Email are HTTPS encrypted, they are also ISO 27001 certified and audited regularly to ensure compliance with regulation.

We have also moved to 2-step verification for logging into our systems to dramatically reduce the potential for a successful data hack.

Data retention period:

From time to time we are audited, for these reasons we may need to hold onto data for up to 7 years beyond the delivery of a course or expiration of membership. Please contact us via office@pact-dogs.com if you wish to request your data to be removed earlier than this date and we will endeavour to fulfil your request.

Courses

Your data is stored for up to seven years beyond the completion of a course, or follow on membership, whichever is the later date.

Membership

Your data is stored from your membership application, and 7 year after notification of non-renewal, this will be for the sole purpose of assisting in an external audit.

Events

We will continue to process your information under this basis until you withdraw consent, or it is determined your consent no longer exists.

Mailing Lists

We will continue to process your information under this basis until you withdraw consent, or it is determined your consent no longer exists.

Sharing your information: We do not and will not share your information with third parties.

Internet cookies

Our website site uses cookies – small text files that are placed on your machine to help the site provide a better user experience.

In general, cookies are used to retain user preferences, store information for things like shopping baskets, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others.

The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at [the About Cookies website](#) which offers guidance for all modern browsers.

Your individual rights

Under the GDPR your rights are as follows. You can read more about [your rights in details here](#);

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making including profiling.

Resources & further information

- [Overview of the GDPR – General Data Protection Regulation](#)
- [Data Protection Act 2018](#)
- [Privacy and Electronic Communications Regulations 2003](#)
- [The Guide to the PECR 2003](#)

Updating this Policy

PACT Dogs Ltd reserves the right to amend and update this policy.